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Press Release

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Press Release

XACCT's New PacketSight Intelligent Software Agents Enable Network Operators to See Higher Profits*New Software Agents Extend XACCT's Industry-Leading Network-to-Business Platform*

SANTA CLARA, Calif., June 18, 2001-XACCT Technologies, Inc., the leading provider of business infrastructure software solutions for IP networks, today announced the release of additional intelligent software agents that further enhance the capabilities as well as the network coverage of its industry-leading Network to Business (N2B) platform. These software agents are designed to capture revenue-related information that was previously unavailable from certain segments of the network and turns these "dark" areas of the network into revenue and profit-generating assets. The new software agents also allow customers to further leverage their investment in the XACCT platform. These agents leverage leading off-the-shelf hardware platforms, such as Sun-Solaris, offering a broad range of price-performance options and lower cost of ownership.

The PacketSight agents employ XACCT's new NetStream Recognition Technology™ to capture exhaustive Quality of Service (QoS) metrics, as well as application and service-level information. Tier-1 carriers that already use XACCT's N2B platform can seamlessly deploy the new agents to obtain total visibility into all parts of their networks and get a complete understanding of how customers use their networks and services. With the insight they gain from PacketSight, carriers can develop new high-margin, value-based services.

"We continue to expand the capabilities of our platform to meet the business needs of our growing customer base," said Eric Gries, president and CEO of XACCT. "We are committed to helping our customers maximize their revenue and profits by offering solutions that provide the most comprehensive network and service usage information available today."

"XACCT continues to expand its scope by adding service intelligence functionality to its platform, a much needed aspect of the service management space," said Sanjay Mewada, Director of Research with the Yankee Group. "The new PacketSight product not only enhances service providers' visibility into their networks, but also provides new and vital information about Quality of Service that had been very difficult to attain, until now."

The N2B Platform Helps Carriers Answer New Questions

The N2B platform with PacketSight agents allows carriers to address questions that, until now, they have had no way to answer. Where did the people using my portal come from? Do I have a complete picture of the QoS delivered? Have I lost data and associated revenue? How fast is traffic growing between Point A and Point B? Do I need to install more links or additional hardware? Is my content being delivered with the quality my users demand? What was the network latency, level of jitter, number of packets sent and retransmitted at any point in time for any given service or application? Is it the network or the application server that is breaking my Service Level Agreements (SLAs)?

Service providers can use the N2B platform with these new intelligent agents in a variety of applications, including backbone interconnect billing; business intelligence applications, such as customer behavior and QoS analysis and reporting; content delivery efficiency; streaming media quality; usage-based billing; and prepaid services, including mobile data environments. The PacketSight agents also provide critical data for validating SLAs by providing an understanding of service-specific QoS.

Target customers for PacketSight include multivendor networks; content delivery networks; always-on broadband providers of wireless, cable, and Digital Subscriber Line (DSL) services; collocated service providers; Managed Service Providers (MSPs); and backbone/wholesale providers.

Broadest Application Recognition Available Today

The N2B platform with the PacketSight agents can reconstruct more than 750 network protocols, including HTTP, compared to the 10 or so that probes typically support. XACCT's platform analyses layers 2 through 7 of the Open Systems Interconnection (OSI) reference model-from the data link layer to the application layer-so it gathers far more data than traditional RMON hardware probes operating at layers 2 and 3. The

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new product also enables users to gather information at a multitude of different points within the network. As a result, XACCT's N2B platform provides the most exhaustive and comprehensive network information available today.

Service Providers can also configure appropriate business policies into the PacketSight devices, enabling the devices to generate events intelligently (such as for prepaid services or fraud detection) in real time. And the event records generated can be enhanced in real-time by correlating them with information drawn from the thousands of network and service elements supported by XACCT today - out of the box.

Exhaustive Quality of Service Solution

These new agents use highly optimized software powered by XACCT's NetStream Recognition Technology, the industry's most advanced session reconstruction technology. The PacketSight agents collect, synthesizes and feed additional information as part of the N2B platform, further extending the capabilities of this platform. These agents can be deployed on leading hardware platforms such as Sun-Solaris with high-performance network interface cards, from Gigabit Ethernet to OC-48.

A New Level of Understanding Made Possible by XACCT's N2B Platform

XACCT's patent-pending NetStream Recognition Technology, which powers the PacketSight agents, provides network operators with new and exciting capabilities including:

- The ability to profit from Quality of Service is closely linked to the ability to capture highly granular traffic data from the network. XACCTusage with PacketSight is unique in offering exhaustive QoS. Sampling-based solutions are not suitable for billing purposes especially at higher line rates. PacketSight analyzes each and every packet on the network with nanosecond timing. Data produced by PacketSight is enhanced further, by XACCTusage, by correlating it with information collected from thousands of network and service elements. The result is a unique and most comprehensive QoS record stream.
- First billing-grade solution to meter full rate OC-48 networks.
- NetStream Recognition Technology fully reconstructs sessions from layer 2 through 7 recognizing over 750 protocols and dynamically tracking allocation of ports and sub-protocols. Exhaustive QoS metrics are attributable to specific applications or services. This is key to Application Service Providers (ASPs) looking to charge for their applications based on usage and enables them to profitably offer applications such as mail, groupware, Internet services; File Transfer Protocol (FTP) services; mobile applications; Enterprise Resource Planning (ERP); games; and more.
- Distributed Session Reconstruction leverages XACCT's comprehensive coverage of network elements to combine PacketSight data with service element data to reconstruct sessions in a fully distributed environment. XACCT's N2B solution enables total network visibility and tracks sessions across the entire network.

The XACCT Network-to-Business Platform

The XACCT Network-to-Business platform is the first and only platform that provides a single, bi-directional, real-time link between the physical network infrastructure and the business support systems for network usage and automated service provisioning. The N2B platform allows service providers to understand how their networks are being used and then translate this knowledge into new revenue opportunities by developing and managing profitable value-based services. Now with PacketSight, the N2B platform advances the state of networking by giving service providers unprecedented insight into how their network and services are used.

About XACCT Technologies

XACCT Technologies is the market and technology leader in intelligent business infrastructure software for Internet carriers and network service providers. XACCT's award-winning, carrier-class Network-to-Business (N2B™) platform speeds time to market and time to revenue for new Internet services while lowering service provider costs. XACCT offers the industry's first and only platform that enables real-time data capture and enhancement; seamless integration with any upstream business or operations application; and instantaneous, flow-through service provisioning. XACCT was recently named by Red Herring magazine as one of the "Top 50 private companies most likely to change the world." XACCT investors include Sun Microsystems (NASDAQ:SUNW), Dell Computer (NASDAQ:DELL), Deutsche Bank (DTBKY:OTC US), Technology Crossover Ventures, Trident Capital, Ampal (NASDAQ:AMPL), Eucalyptus Ventures, and Israel Seed Partners. With offices around the globe, XACCT has more than 60 customers, including Bell Canada (NYSE:BCE), British Telecom (NYSE:BT), Broadwing (NYSE:BRW), Cable & Wireless (NYSE:CWP), COLT (NASDAQ:COLT), Global One, Genuity (NASDAQ:GENU), Interland (NASDAQ:ILND), Siemens (NYSE:SIE), Teleglobe (NYSE:BCE), TV Cabo, Verio (NYSE:NTT), and WorldCom (NASDAQ:WCOM)

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